1Z0-325 ^{Q&As}

Oracle RightNow Cloud Service 2016 Implementation Essentials

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QUESTION 1

You are working with multiple interfaces.

Which four objects/items are shared across interfaces? (Choose four.)

A. Configuration Settings

B. Staff Accounts

C. Navigation Sets

D. Profiles

E. Workspaces

F. Reports

G. Custom Objects

H. Business Rules

Correct Answer: BCDE

QUESTION 2

Select two statements that describe reasons why you would link products to categories. (Choose two.)

A. It simplifies reporting on answers and incidents products and categories.

B. It allows filtered product and category lists when creating answers.

C. It allows filtering of category, based on the product selected on customer portal pages.

D. It allows filtering of category, based on the product selected on incident workspaces.

Correct Answer: BD

QUESTION 3

Your customer would like to automatically create incidents for any comments created on Social Media sites.

Which two Social Media options are available to create incidents in Oracle Service Cloud? (Choose two.)

A. Google Plus Comments

B. Instagram Comments

C. Facebook Public Personal Page Comments

D. Twitter Public Comments

E. YouTube Comments

F. Twitter Private Messages

G. Facebook Fan Page Comments

Correct Answer: CD

QUESTION 4

Your customer ships packages directly to customers using a trackable shipping method.

When an order is shipped, a tracking number is saved in an incident custom field.

In order to quickly respond to customers\\' questions about shipping status, your customer has requested

that a hyperlink control be available on the incident workspace that will load the tracking details of the

package associated with the incident when clicked.

The custom field details are below:

The URL your customer has provided for tracking is https://widgetshippers.com/trackyourpackage?id=

Of the available options, select the one that satisfies your customer\\'s request.

A. https://widgetshippers.com/trackyourpackage?id=$p_icf_87

B. https://widgetshippers.com/trackyourpackage?id=incidents.c$tracking_id

C. https://widgetshippers.com/trackyourpackage?id=c$tracking_id

D. https://widgetshippers.com/trackyourpackage:id=incidents.c$tracking_id

E. https://widgetshippers.com/trackyourpackage?id=icf_ctracking_id

Correct Answer: D

QUESTION 5

An agent starts a chat conference. What must the agent do to leave the conference open between the customer and a second agent?

A. The original agent can exit the chat as soon as the new agent accepts the conference.

B. The customer must agree to new agent.

C. The original agent must transfer the lead role.

D. The original agent cannot leave the conference without closing the chat.

Correct Answer: C

QUESTION 6

Your customer has asked you to create a report that shows all incidents opened within the past month. The report should show the following columns:

Which two functions are needed in the expressions to create the three columns? (Choose two.)

A. NVL

B. AVG

C. IF

D. DECODE

E. SUM

Correct Answer: BE

QUESTION 7

You created a broadcast survey using the advance survey editor. The survey has a web page and four survey pages.

When you preview the survey you have trouble getting the survey to move between the survey pages. Which item will enable you to navigate the survey as designed?

A. Web Page Links

B. Next and Submit Buttons

C. Decision or Case Statements

D. Survey Template

E. Redirect URL

F. Standard Connectors

Correct Answer: F

QUESTION 8

Your client decides not to use Groups when setting up staff accounts.

You are positive that groups should be set up. Therefore, you need to explain the advantages to your

client.

Select two advantages of setting up groups. (Choose two.)

A. routing incidents to groups with business rules

B. assigning incident queues to a Group

C. displaying group performance with analytics reports

D. deactivating staff groups

Correct Answer: BD

QUESTION 9

When an incident is opened, your customer would like to have different incident workspaces open based on the six products that can be selected when an incident is submitted from the Ask A Question customer portal page.

When designing the workflow used to complete this requirement, which three elements are necessary? (Choose three.)

A. Decision

B. Load

C. Entry Point

D. Set Fields

E. Workspace

Correct Answer: BCD

QUESTION 10

Which three statements are true about the Oracle Service Cloud File menu? (Choose three.)

A. provides an exit from the application

B. provides quick access to any of the interfaces that may be available for an agent

C. can contain a shortcut for adding new records such as Contacts or Incidents

D. provides context-sensitive help for the agent

E. can include shortcuts to commonly used reports

Correct Answer: ABD

QUESTION 11

When an agent handles a product return incident, they require the ability to go through a series of questions to determine the appropriate answer/response.

You determine this would best be solved using guided assistance which is automatically launched when a specific category is selected by an agent.

Which three steps are required to implement this solution? (Choose three.)

A. Create a guide that takes the agent step by step to the relevant answers that the agent needs for a product return.

B. Add the guide to an answer in the answer workspace.

C. Add a workspace rule that has a trigger for when a Guide is Finished.

D. Add an Answer Display Control to the incident workspace.

E. Add a Guided Assistance Control to the incident workspace.

F. Create a workspace rule that invokes a guide based on "a field has a certain value."

G. Create a business rule that starts a guide.

Correct Answer: BDF

QUESTION 12

Your customer has asked you to fulfill a list of requirements for their incident workspace.

The customer has explained that the following constraints will be in place:

Requirements:

They have asked that no customization be part of the new workspace.

Identify three requirements that are met using standard product features within the workspace. (Choose

three.)

A. After the product has been set in the workspace, open up the applicable tab automatically for the agent to view.

B. Create tabs for each product linking to the product information page on the customer\\'s website.

C. Capture the Last and First names from the email text and map them to contacts.last_name and contacts.first_name fields.

D. Capture the "Product" field from the email and populate the product in the incidents.prod_id field.

E. Create a tab with "Risk Management" data consisting of custom fields and custom object data, and hide it from all standard agents.

Correct Answer: ABD

QUESTION 13

Your customer wants you to separate their contact records by department.

You determine that to enable this functionality, you need to implement a new custom field, and that the field will need to be available to agents to enter and maintain the values.

Select the four steps to accomplish this. (Choose four.)

A. Create a navigation set that includes the "department" custom field.

B. Create a "department" custom field in the incident table.

C. Set the custom field data type to Text Field.

D. Update the Contact Workspace with the new "department" custom field.

E. Create a "department" custom field in the contact table.

F. Add a name and a column name for the new custom field.

Correct Answer: BCEF

QUESTION 14

Your client wants to allow the Administrator and Limited Administrator profiles to prevent user timeout until

60 minutes of inactivity. All other user profiles should be logged out after 15 minutes.

Which two steps must be performed to configure this? (Choose two.)

A. Set the Session Timeout field to 3600.

B. Set the Session Timeout field to null.

C. Set the Session Timeout field to 60.

D. Set the SESSION_MANAGEMENT_ENABLED Configuration Setting to Enabled.

E. Set the SESSION_MANAGEMENT_ENABLED Configuration Setting to Disabled.

F. Set the CLIENT_SESSION_EXP field to 60.

Correct Answer: AD

QUESTION 15

Select two true statements about chat. (Choose two.)

A. Before you can delete a chat session queue that is used in a business rule, you must first edit the rules so they no longer use the queue.

B. A guided assistance control is not available in a custom chat workspace.

C. To maintain all chat records, change the agedatabase setting CHATS_PURGE_DAYS to 0.

D. Variables cannot be used.

E. If the transfer option is enabled, a chat can be transferred to a queue or another agent.

Correct Answer: DE

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